

GENERAL SERVICES ADMINISTRATION

Authorized Federal Supply Schedule Pricelist

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The internet address for **GSA Advantage!** is: <http://www.gsa.gov>.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at www.gsa.gov

Schedule for Consolidated Products and Services

Federal Supply Group: 00CORP

Contract Number: GS-00F-0032P

Contract Period: November 09, 2009 through May 9, 2014

Updated through Modification PA-0026

Contractor: National Industries for the Blind
1310 Braddock Place
Alexandria, VA 22314-1691

Size: Other than small (Large, Non-Profit)

Telephone: (703) 310-0529
FAX Number: (703) 310-0495

E-Mail: rashby@nib.org
Website: <http://www.nib.org>

Contract Administration: Ron Ashby, Director, Services Development

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Numbers (SINs)

Information Technology (70)

- SIN C132-51/c132-51 STLLOC/C132-51RC – IT Professional Services

Logistics Worldwide (LOGWORLD): (874V)

- SIN C 874-501 – Supply and Value Chain Management

Office, Imaging and Document Solutions: (36)

- SIN C733-1 /C733-1RC Mailroom Management Services
- SIN C733-2/C733-2RC Presort Mail
- SIN C733-3/C733-3RC Miscellaneous Mail Services
- SIN C733-4/C733-4RC List Management Services

Document and Records Management Services

- SIN C51-505/C51-505RC Document Production Services
- SIN C 51-506/C51-506RC Document Conversion Services

1b. Identification of the lowest priced labor category and lowest hourly rate for that labor category for each special item number awarded.

Customer Service Representative I	\$21.87
Warehouse Specialist	\$24.61
Assistant Mailroom Supervisor	\$19.92
Data Entry Operator I	\$23.57

2. Maximum Order Limitation:

- \$500,000 for C132-51/c132-51 STLOC/C132-51RC
- \$1,000,000 for C874-501
- \$1,000,000 for C733- (1-4RC)

3. Minimum Order: \$100

4. Geographic Coverage (Delivery Area): Domestic only

5. Point of Production: Not applicable for services, however NIB is headquartered in Alexandria, VA

CUSTOMER INFORMATION: (continued)

6. Discount from list prices or statement of net price: Government Net Prices (discounts already deducted):

Prices are as follows:

Information Technology (SIN C D301, C D317)

Sub SINS 132-51/C132-51STLOC/132-15RC

SCA Exempt Labor Categories and Rates

Call Center Manager	\$ 33.10
Information Specialist	\$ 29.23
Customer Service Representative II	\$ 26.47
Switchboard Supervisor	\$ 23.36
Customer Service Representative I	\$ 21.87

Volume discount: 1% on orders exceeding \$500,000.

All prices are inclusive of GSA's 0.75% IFF.

Logistics Worldwide (C R706)

Sub SIN 874-501 C874-501RC

Supply and Value Chain Management

SCA Professional Labor Categories:

Manager, Distribution Services Unit	\$36.53
Distribution Services Center Manager	\$34.23
Warehouse Supervisor	\$33.00

DOL Service Contract Act (SCA) Labor Categories:

*Computer Operator II (14042)	\$26.43
*Computer Operator III (14043)	\$29.56
*Material Coordinator (21030)	\$29.77
*Forklift Operator (21020)	\$24.84
*Shipping/Receiving Clerk (21130)	\$21.33
*Shipping Packer (21110)	\$21.33
*Warehouse Clerk (21410)	\$24.61

Volume discount: 2% on orders exceeding \$1,000,000.

All prices are inclusive of GSA's 0.75% IFF.

***Please Note:** The DOL SCA labor categories listed above under the Logistics Worldwide (C R7060) section are subject to the Service Contract Act. The prices for the labor categories are based upon the SCA Wage Determination for Greensboro, NC (No. 1994-2397, Revision 22, Dated 6/17/2004) and includes the current DOL Health and Welfare factor of \$3.35 and a GSA negotiated burden factor of 32.95%.

NIB will ensure that the relevant DOL wage determination is incorporated into each task order performed. For work performed in localities outside of the Greensboro, NC (No. 1994-2397) wage determination area, the appropriate wage rate is to be used to determine final pricing. The following formula should be used in developing final task order rates for the categories subject to the DOL SCA:

Appropriate DOS SCA Wage Rate + Current DOL Health and Welfare Factor, multiplied by a GSA negotiated burden factor of 1.3295.

For task orders to be performed in areas with wage determinations higher than the Greensboro, NC (No. 1994-2397) wage determination NIB must request a modification from GSA to charge higher rates for that area of the country. Also, the contract

prices are for contractor work performed at a Government facility with Government provided equipment. If a task order requires NIB to obtain facilities, conduct work at a NIB or NIB associated agency facility, or obtain equipment or supplies to perform ordered tasks, then additional Other Direct Costs (ODCs) may apply. Those ODCs, including any overhead and G&A applicable to those ODCs, will be negotiated at the Task Order level between the contractor and the Ordering Officer.

Office, Imaging and Document Solutions: C R604 and C R699B

Professional Labor Categories ((C733-1/C733-1RC and C733-2RC)

Mail Room Supervisor	\$25.61
Assistant Mail Room Supervisor	\$19.92

DOL Service Contract Act (SCA) Labor Categories (C733-3/C733-3RC and C733-4/733-4RC)

**General Clerk II (01112)	\$24.82
**General Clerk III (01113)	\$29.37

Professional Labor Categories (C 51-505/C51-505RC)

Copy Center Supervisor	\$24.17
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DOL Service Contract Act (SCA) Labor Categories (C51-506/C51-506RC)

**Document Preparation Clerk (01070)	\$23.35
**General Clerk II (01112)	\$24.82
**General Clerk III (01113)	\$29.37
**Key Entry Operator I (01051)	\$23.57
**Shipping/Receiving Clerk (21130)	\$23.68

Volume discount: 1% on orders exceeding \$1,000,000.

All prices are inclusive of GSA's 0.75% IFF.

****Please Note:** The DOL SCA labor categories listed above under the Office, Imaging and Document Solutions section are subject to the Service Contract Act. The prices for the labor categories are based upon the SCA Wage Determination for the District of Columbia (No. 1994-2104, Revision 23, Dated 6/11/2004) and includes the current DOL Health and Welfare factor of \$2.59 and a GSA negotiated burden factor of 32.95%.

NIB will ensure that the relevant DOL wage determination is incorporated into each task order performed. For work performed in localities outside of the District of Columbia (No. 1994-2104) wage determination area, the appropriate wage rate is to be used to determine final pricing. The following formula should be used in developing final task order rates for the categories subject to the DOL SCA:

Appropriate DOS SCA Wage Rate + Current DOL Health and Welfare Factor, multiplied by a GSA negotiated burden factor of 1.3295.

For task orders to be performed in areas with wage determinations higher than the District of Columbia (No. 1994-2104) wage determination, NIB must request a modification from GSA to charge higher rates for those areas of the country. Also, the contract prices are for contractor work performed at a Government facility with Government provided equipment. If a task order requires NIB to obtain facilities, conduct work at a NIB or NIB associated agency facility, or obtain equipment or supplies to perform ordered tasks, then additional Other Direct Costs (ODCs) may apply. Those ODCs, including any overhead and G&A applicable to those ODCs, will be negotiated at the Task Order level between the contractor and the Ordering Officer.

CUSTOMER INFORMATION: (continued)

7. Quantity discounts:

- | | |
|--|---|
| ➤ Information Technology (IT) | 1% discount on orders exceeding \$500,000 |
| ➤ Logistics Worldwide (LOGWORLD) | 2% discount on orders exceeding \$1,000,000 |
| ➤ Office, Imaging and Document Solutions | 1% discount on orders exceeding \$1,000,000 |

8. Prompt payment terms: Net 30 Days

9a. Annotate if Government commercial credit card is accepted below the micro-purchase threshold:

[X] YES [] No

9b. Annotate if Government commercial credit card is accepted above the micro-purchase threshold:

[X] YES [] No

10. Foreign items (list items by country of origin): None

11a. Time of Delivery: As specified in the Task Order

11b. Expedited Delivery: Contact Contractor

11c. Overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements: Contact Contractor

12. FOB Point: Destination

13. Ordering Address:

National Industries for the Blind
1310 Braddock Place
Alexandria, VA 22314-1691

14. Payment address: Same as above (#13).

15. Warranty provision: Contractor's standard commercial warranty applies

16. Export Packing Charges: Not applicable.

17. Terms and conditions of Government commercial credit card acceptance:

Will accept orders over the micro-purchase threshold.

18. Data Universal Number System (DUNS): 001672120

19. Notification regarding registration in Central Contractor Registration (CCR) database: Registered

Labor Categories Awarded by SIN Area:

**Information Technology Services
SIN C132-51/C132-51 STLLOC/C132-51RC**

Call Center Manager

Position Responsibilities: Directly manages team of front-line customer service representatives that support agency call center requirements. Establishes and maintains call center standards responsive to agency and client needs. Responsibilities for ensuring call center quality for the ordering agency include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Manages Supervisory call center staff as required and other call center staff.

Qualifications: Bachelors Degree in related field. Requires knowledge of telephone, MS Office Suite applications and customer service.

Experience: Five (5) or more years experience in telecommunications and the Call Center industry, with three or more years of management experience. Also, experience in training adults or an equivalent combination of education and experience.

Switchboard Supervisor

Position Responsibilities: Responsible for daily management of 24/7 call center operation in a Healthcare Facility or Military Base environment. Oversees the supervision of lead workers and all call center operators. Responsibilities for ensuring call center quality for the ordering agency include interviewing, hiring, maintaining personnel records, training, planning, assigning, directing work, performance evaluations, and issue resolution. Monitors and ensures compliance with all contractual requirements. Maintains department manuals, quality plans, develops and issues reports. The Switchboard supervisor reports to the Call Center Manager.

Qualifications: A.S. Degree, Bachelors Degree preferred.

Experience: Two years business or customer service experience. Previous supervisory experience, telecommunications center experience preferred.

Customer Service Representative I

Position Responsibilities: CSR interacts with the public via inbound or outbound calls involving order processing, order status inquiries and post-order inquiries regarding catalog sales in support of agency call center requirements. The CSR captures and disseminates basic information, utilizing a prepared script, with little variation. CSR also receives and processes incoming Fax and Mail-in orders. Finally the CSR reports to the Call Center Manager.

Qualifications: High School Diploma, GED or equivalent combination of education and experience. Good communications skills.

Experience: Customer service, sales experience preferred or similar experience required.

Customer Service Representative II

Position Responsibilities: CSR II is used to support agency call center requirements. In meeting these call center requirement CSR II interacts with the public via inbound or outbound calls involving order processing, order status inquiries and post-order inquiries regarding catalog sales. CSR II handles citizen contacts with increased level of complexity; scripted dialog has a wide range of possible responses. CSR may address issues outside of scripted scenarios. Ability to apply common sense understanding to carry out detailed instructions. Real-time decision-making analysis may be required to correctly determine appropriate course of action or response. Ability to elicit additional information required. May be empowered to solve problems within a very limited, predefined set of parameters. Pre-existing subject matter expertise may be required. Six or more weeks of agency-specific call center training may be required. CSR may be on-call via beeper or cell phone. Finally the CSR reports to the Call Center Manager.

Qualifications: AA degree or equivalent combination of education and experience.

Experience: One year experience in customer service and six (6) months as a CSR I.

Information Specialist

Position Responsibilities: To support agency call center requirements the Information Specialist (IS) interacts with citizen and government personnel via multiple channels (phone, fax, e-mail, Internet, mail requests). Related subject matter knowledge is required including 8 weeks of agency-specific call center training on reference materials, research methods/tools. IS is capable of real-time analysis to determine appropriate course of action in resolving a variety of issues and is empowered to solve problems within a set of predefined parameters. Successive contacts with a specific caller may be required to resolve issues. Ability to appropriately document call activity for historical purposes and/or refer inquiries to appropriate subject matter experts within the agency is required. The IS reports to the call center manager.

Qualifications: Bachelors degree or equivalent combination of education and experience.

Experience: Customer service, sales experience preferred or similar experience required.

Logistics Worldwide Services SIN 874V

Manager, Distribution Services Unit

Position Responsibilities: Through sub-ordinate supervisors, directs distribution activities, purchases, inventory control and on time shipment of orders.

Qualifications: Bachelors Degree in Business Administration.

Experience: 3 years administrative or supervisory experience in distribution including experience in purchasing and marketing

Distribution Services Center Manager

Position Responsibilities: Maintains computer system (hardware & software) at Distribution Services Unit (DSU), with specific day to day responsibility for one contract. Performs contracting, budgeting & internal accounting & financial reporting for DSU.

Qualifications: Bachelors Degree in MIS.

Experience: 5 years experience Computer Networking, 3 years experience cost analysis, budget development & financial reporting.

Warehouse Supervisor

Position Responsibilities: Supervises and directs the work of employees while obtaining the maximum utilization of resources and meeting performance and quality objectives related to receiving, storing, order picking, repackaging and shipping commodities.

Qualifications: High School Diploma plus some college preferred.

Experience: 4 years experience in warehouse distribution with 2 years in management or as upper staff level. Strong knowledge of computers and computer applications.

03042 COMPUTER OPERATOR II

Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. May serve as an assistant operator, working under general supervision.

03043 COMPUTER OPERATOR III

Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures.

21020 MATERIAL COORDINATOR

Coordinates and expedites flow of material, parts, and assemblies within or between departments in accordance with production and shipping schedules or department supervisors' priorities. Reviews production schedules and confers with department supervisors to determine material required or overdue and to locate material. Requisitions material and establishes delivery sequences to departments according to job order priorities and anticipated availability of material. Arranges for in-plant transfer of materials to meet production schedules. Arranges with department supervisors for repair and assembly of material and its transportation to various departments. Examines material delivered to production departments to verify if type specified. May monitor and control movement of material and parts along conveyor system, using remote-control panelboard. May compute amount of material needed for specific job orders, applying knowledge of product and manufacturing processes and using adding machine. May compile report of quantity and type of material on hand. May move or transport material from one department to another, using hand truck or industrial truck. May compile perpetual production records in order to locate material in process of production, using manual or computerized system. May maintain employee records.

21071 FORKLIFT OPERATOR

Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment.

21100 SHIPPING/RECEIVING CLERK

Performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, follows established guidelines. In handling unusual nonroutine problems, receives specific guidance from supervisor or other officials. May direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received.

Shipping duties typically involve the following: Verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles; and preparing and keeping records of goods shipped, e.g., manifests, bills of lading.

Receiving duties typically involve the following: Verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records; checking for damaged goods; insuring that goods are appropriately identified for routing to departments within the establishment; preparing and keeping records of goods received.

21130 SHIPPING PACKER

Prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers and may involve one or more of the following: Knowledge of various items of stock in order to verify content; selection of appropriate type and size of container; inserting enclosures in container; using excelsior or other material to prevent breakage or damage; closing and sealing container; and applying labels or entering identifying data on container.

Exclude packers who also make wooden boxes or crates.

21400 WAREHOUSE SPECIALIST

As directed, performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Work involves most of the following: Verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. May operate hand or power trucks in performing warehousing duties. Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

Office, Imaging and Document Solutions

SIN C R604

Mail Room Supervisor

Position Responsibilities: Supervises staff in operation of a mailroom and ensures quality control for customer. Excellent organization skill required and experience in managing and tracking data. Must have general knowledge of computer systems and use in mailroom operations.

Qualifications: High school diploma with college a plus.

Experience: Minimum of two (2) years of experience required in mailroom operations and logistics.

Assistant Mail Room Supervisor

Position Responsibilities: Assists in supervising staff in operation of a mailroom and works to ensure quality control for customer. Acts as a resource for the Mail Room Supervisor as needed. Must have general knowledge of computer systems and use in mailroom operations.

Qualifications: High school diploma.

Experience: Minimum of one (1) year of experience required.

01116 GENERAL CLERK II

Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

01117 GENERAL CLERK III

Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

Office, Imaging and Document Solutions

SIN C 7332 (1-4 RC)

Copy Center Supervisor

Position Responsibilities: Supervises copy center staff in operation of LAN-based copier system. Maintains quality control records for all copiers in four building complex. Order & restock paper, toner and other office supplies. Maintain all copiers in operational order, and arrange for service when required.

Qualifications: High school diploma with college a plus.

Experience: One year supervisory experience of office personnel. One year of work with LAN-based copiers or similar equipment.

DOCUMENT PREPARATION CLERK (Document Preparer)

Prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying, photographic, and other reproducing office machine. Cuts documents into individual pages of standard size and format when allowed by margin space, using paper cutter or razor knife. Reproduces document pages as necessary to improve clarity or to reduce one or more pages into single page of standard size for copying machine being used, using photocopying machine. Stamps standard symbols on pages or inserts instruction cards between pages of material to notify Duplicating Machine Operator of special handling, such as manual repositioning during copying procedure. Prepares cover sheet and document folder for material, and index card for organizations' files indicating information, such as organization's name and address, subject or product category, and index code to identify material. Inserts material to be copied in document folder, and files folder for processing according to index code and copying priority schedule.

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01311 KEY ENTRY OPERATOR I

Work is routine and repetitive. Under close supervision or following specific procedures or detailed instructions, works from various standardized source documents which have been coded and require little or no selecting, coding or interpreting of data to be entered. Refers to supervisor problems arising from erroneous items, codes, or missing information.

21100 SHIPPING/RECEIVING CLERK

Performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, follows established guidelines. In handling unusual nonroutine problems, receives specific guidance from supervisor or other officials. May direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received.

Shipping duties typically involve the following: Verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles; and preparing and keeping records of goods shipped, e.g., manifests, bills of lading.

Receiving duties typically involve the following: Verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records; checking for damaged goods; insuring that goods are appropriately identified for routing to departments within the establishment; preparing and keeping records of goods received.